



Volunteering Pack

Dear Potential Volunteer,

Thank you for considering giving your time to volunteering at Dunfermline Foodbank. We have the greatest respect and esteem for our teams, as the success of Dunfermline Foodbank would not be without our devoted volunteers.

Dunfermline Foodbank was started in early 2012, when founders, John Drylie and Ian Hepburn, looked for ways to make a positive impact in relieving the issue of poverty in Dunfermline. As committed Christians, they were both working as Street Pastors in Dunfermline, and were faced with the reality of living in poverty. For John and Ian, the impact of this poverty wasn't the lack of money or the lack of material items, but the soul-crushing desperation, hopelessness and the loss of dignity that they saw. And so, with the help of Trussell Trust, John and Ian commissioned Dunfermline Foodbank.

The Dunfermline Foodbank opened its doors in September 2012, and since then (currently in November 2017), has fed 19,049 people. That's 12,486 adults and 6563 children. There have been many challenges along the way - the main one has been the wide geographical area West Fife covers, from Kincardine to Ballingry. In 2013, Dunfermline Foodbank in Rosyth was started, then followed Inverkeithing, Benarty, and finally Cowdenbeath in Summer 2014. We also have a central warehouse called the Distribution Centre, or "DC". We have over 200 volunteers on our books, and each and every one provides a valuable contribution to the Foodbank's efforts.

We have been extremely blessed by the brilliant community in Dunfermline and West Fife. All our food is donated, and we've never wanted for anything. Thank you for considering joining our team!

What we do:

The Dunfermline Foodbank provides emergency food for those in our community who are experiencing crisis. This can be from a variety of issues, such as homelessness, domestic violence, delays or changes in benefits, redundancy and unemployment, or even those who are in employment but are on a low income. We hope that we provide a service that is more than food, however. Our "Guests", as we call them, are treated as such. We provide cups of tea, biscuits and a listening ear. We also provide toiletries, cleaning products, laundry products, pet food, tin openers, and seasonal products such as Easter eggs, advent calendars, selection boxes, and children's toys at Christmas.

Where we are:

We have 6 Centres that we operate out of:

Benarty Centre BRAG Enterprises Crosshill Business Centre Main Street Crosshill, Lochgelly KY4 8BJ	Cowdenbeath Centre Fountain Meeting Rooms Broad Street Cowdenbeath KY4 8JA	Dunfermline Centre Dickson House Centre, Dickson Street Dunfermline KY12 7SL
Distribution Centre (Warehouse) Unit 8 Elgin Industrial Estate Dickson Street Dunfermline KY12 7SL	Inverkeithing Centre Old Town House Townhall Street Inverkeithing KY11 1LX	Rosyth Centre Rosyth Parish Church Queensferry Road Rosyth KY11 2PQ

When we're open:

We're open to the public from **4pm to 6pm**. The reason we've done this is that it gives opportunity for people who are working to come to the Foodbank too. Nearly 50% of people who are in poverty work full time. Research from the Trussell Trust has shown that the most popular times for Foodbanks is about 5.30pm.

We normally ask our Centre Volunteers to come to the Foodbank before for setting up, and allow for some time at the end for tidying up and making the Foodbank ready for the next time. Therefore, the Foodbank volunteer shift is usually 3:45pm-6:15pm. However, this isn't strict, so don't be put off volunteering with us.

The Centres are open on different days - each area is covered by two centres to give Monday to Friday cover:

- Dunfermline, Distribution Centre, Benarty and Rosyth: Mon/Wed/Fri
- Inverkeithing and Cowdenbeath: Tues/Thurs

Every centre manage their own rota, so availability for shifts at the centres might be different (i.e. how many times a month you might be on). When you have complete induction, you will be introduced to your Rota Coordinator, who will do their best to match your availability to the rota.

Our Administration Volunteers work flexibly around what works for them, and sometimes, can even be done at home.

What Skills or Experience do I need?

We have a variety of different roles within the Foodbank, and we always use the experience, skills and talents of our volunteers to direct us to which role would be best. We listen to our volunteers, and the policy is not what you can do for us, but what Dunfermline Foodbank can do for you.

Some of our roles need specific skills, but if you want to challenge yourself in something new, or want to develop new skills, we are more than willing to help. All we ask is that you have the following attributes:

- a caring attitude**
- a desire to help others in need**
- ability to treat people with dignity and kindness**
- a great team player**
- a good sense of humour**

Volunteering Roles:

Teams: The Foodbank Centre:

Team Leader	Listener
<p>Duties:</p> <ul style="list-style-type: none"> Overseeing the centre activities Allocating tasks to volunteers Filling in gaps where required Ensuring the foodbank runs smoothly Monitoring stock levels and ordering new stock when required. Reporting any concerns or problems to the Foodbank Manager 	<p>Duties:</p> <ul style="list-style-type: none"> sitting with the client and chatting. getting their specific food and non-food requirements, communicating the client's needs to the Bag Packers. listening and empathising with the client. signposting to other help agencies.
<p>Skills:</p> <ul style="list-style-type: none"> Ability to keep cool when it's busy Flexibility, to be able to help out in any task in the foodbank Ability to manage people, and bring out the best in them. 	<p>Skills:</p> <ul style="list-style-type: none"> Empathy and a heart for people. Resilience to deal with hearing some very difficult stories. Ability to listen, hear and help someone to access further help (or signposting).
<p>Would Suit:</p> <ul style="list-style-type: none"> Someone who enjoys a challenge, and enjoys motivating volunteers to do a great job. 	<p>Would Suit:</p> <ul style="list-style-type: none"> An empathetic person, who can listen, not judge and make people feel valued.

Host	Bag Packer
<p>Duties</p> <ul style="list-style-type: none"> Welcoming the client and saying hello Getting the client seated. making tea and coffee ensuring everyone gets seen by a Listener General tidying and washing dishes. <p>Occasional Duties:</p> <ul style="list-style-type: none"> sit with a client with the Listener - this will be on occasions where there is a male-female situation, or if a client becomes upset and the Listener thinks an extra person would help to comfort the client 	<p>Duties</p> <ul style="list-style-type: none"> taking the information from the Listener, putting the food allocation together and packing it into bags. We see this job as the most important, as some situations can be really difficult (e.g. no cooker, allergies, only have a kettle) Helping restock the shelves Reporting low stock Cleaning shelves, sweeping floors, ensuring the packing area is clean, tidy and free from any hazards
<p>Skills: Skills Needed:</p> <ul style="list-style-type: none"> a happy and welcoming attitude Tidying, organising and cleaning Ability to make a decent cuppa! 	<p>Skills</p> <ul style="list-style-type: none"> Ability to pack a bag in an efficient way. Ability to work quickly from a list Mobility and carrying (up to 10kg).
<p>Would Suit:</p> <ul style="list-style-type: none"> Outgoing, bubbly and happy individuals, who enjoy making people feel at ease. 	<p>Would Suit:</p> <ul style="list-style-type: none"> An organised individual, who enjoys a more practical, hands on role.

Stock Manager (Cowdenbeath Only)	Welcomer (Rosyth Only)
Duties <ul style="list-style-type: none"> ● Overseeing the stockroom ● Stock Rotation ● Maintaining stock levels, and ordering new stock. ● Ensuring the stockroom is a tidy, safe and has a clear work-flow. 	Duties <ul style="list-style-type: none"> ● welcoming our clients ● directing them upstairs to the Foodbank
Skills <ul style="list-style-type: none"> ● Organisational skills ● Ability to lift up to 20kg ● Awareness of health and safety 	Skills <ul style="list-style-type: none"> ● a happy, welcoming manner
Would Suit: <ul style="list-style-type: none"> ● Someone who's organised and able to work well in a team 	Would Suit: <ul style="list-style-type: none"> ● A happy, welcoming person

Teams: The Distribution Centre

DC Team Leader	Driver
Duties: <ul style="list-style-type: none"> ● Overseeing the centre activities ● Allocating tasks to volunteers ● Filling in gaps where required ● Ensuring the DC runs smoothly ● Fulfilling stock orders for the Centres ● Sorting and organising stock ● Ensuring the DC is a safe place to work 	Duties: <ul style="list-style-type: none"> ● driving the Foodbank van, ● picking up food from our Permanent Collection Points ● delivering food to our Centres.
Skills: <ul style="list-style-type: none"> ● Ability to keep cool when it's busy ● Flexibility, to be able to help out in any task in the DC ● Ability to manage people, and bring out the best in them. ● Good organisational skills ● Knowledge of health and safety 	Skills: <ul style="list-style-type: none"> ● a clean driving licence ● ability to help lift heavy items (training will be given). ● knowledge of the local area, although a full induction of all the foodbank areas will be given
Would Suit: <ul style="list-style-type: none"> ● Individual who enjoys a challenge, is very organised and is good at motivating volunteers to do a great job. 	Would Suit: <ul style="list-style-type: none"> ● Individual who enjoys driving, being active and meeting people

Uplift Worker	DC Worker
Duties <ul style="list-style-type: none"> ● Assisting the Driver ● Picking up food from our regular donors ● Delivering food to our centres. 	Duties <ul style="list-style-type: none"> ● taking in donations and thanking our donors. ● checking the food ● sorting into date/type. ● fulfilling stock orders for the centres.
Skills: <ul style="list-style-type: none"> ● ability to help lift heavy items (training will be given). ● knowledge of the local area, although a full induction of all the foodbank areas will be given ● A thankful attitude to our donors 	Skills <ul style="list-style-type: none"> ● organisational skills, ● some heavy lifting (up to 20kg) ● a thankful attitude to our donors
Would Suit: <ul style="list-style-type: none"> ● An individual who enjoys helping, meeting people and being active 	Would Suit: <ul style="list-style-type: none"> ● An organised individual who enjoys being active

Teams: Office and Administration

All our admin roles require IT skills, and ability to use a computer.

General Administrator	Rota Coordinator (each centre)
Duties: <ul style="list-style-type: none"> ● Provide admin support to all the Centres and Teams <ul style="list-style-type: none"> ○ Answering phones ○ Checking emails ○ Printing and sending vouchers to our Referrers ○ Generating Centre Reports every month ○ Stocking all relevant paperwork required for each centre ○ Filing (digital and paper) ● Monitor petty cash, ensuring it balances. ● Assist Foodbank Manager in scheduling appointments ● Assisting the Foodbank Manager in Management Team Meetings. 	Duties: <ul style="list-style-type: none"> ● Provide a rota for the centre, taking into account individual volunteer requirements. ● Organise cover ● Check emails
Skills: <ul style="list-style-type: none"> ● Administration and IT skills ● Good phone manner ● Organisational skills 	Skills: <ul style="list-style-type: none"> ● Good Organisational skills ● IT skills
Would Suit: <ul style="list-style-type: none"> ● Organised individual who enjoys administrative tasks 	Would Suit: <ul style="list-style-type: none"> ● A very organised and proactive individual

Volunteer Application Administrator	Data Entry Worker
<p>Duties</p> <ul style="list-style-type: none"> ● Process volunteer applications ● Acquiring and checking references in a timely manner ● Arranging volunteer induction training ● Highlighting particular skills of potential volunteers to the Foodbank Manager, with a view to matching volunteers to the best role. 	<p>Duties</p> <ul style="list-style-type: none"> ● Processing data from vouchers, donor slips and DC paperwork, maintaining confidentiality and data protection at all times.
<p>Skills</p> <ul style="list-style-type: none"> ● Admin skills ● Organisational Skills ● Good written and verbal skills, to get references. 	<p>Skills</p> <ul style="list-style-type: none"> ● Data entry skills ● IT skills ● Discretion/confidentiality
<p>Would Suit:</p> <ul style="list-style-type: none"> ● An organised and proactive individual 	<p>Would Suit:</p> <ul style="list-style-type: none"> ● An individual who is organised, and enjoys managing and entering data

Teams: Marketing

Marketing Volunteer

<p>Duties:</p> <ul style="list-style-type: none"> ● Creating engaging communications and through our various outlets: <ul style="list-style-type: none"> ○ Social Media ○ E-newsletters ○ Website ● Creating marketing strategies in-line with Trussell Trust and the Foodbank activities.
<p>Skills:</p> <ul style="list-style-type: none"> ● Excellent communication skills, especially around writing engaging publications ● Experience of using social media or websites
<p>Would Suit:</p> <ul style="list-style-type: none"> ● Someone with an interest in social media and marketing.

Teams: Training and Community

Volunteer Trainer

<p>Duties:</p> <ul style="list-style-type: none"> ● Develop a robust training plan for each volunteer, commensurate to their role. ● Carrying out training courses: <ul style="list-style-type: none"> ○ Induction ○ Listening Skills ○ Team Leader ○ Manual Handling
<p>Skills:</p> <ul style="list-style-type: none"> ● Excellent communication skills ● Training/Teaching skills
<p>Would Suit:</p> <ul style="list-style-type: none"> ● An enthusiastic and engaging person who enjoys helping volunteers reach their fullest potential

Community Liaison

<p>Duties:</p> <ul style="list-style-type: none"> ● Attend local events to promote the work of the foodbank: <ul style="list-style-type: none"> ○ Schools ○ Churches ○ Community events ○ Community groups ○ Local Businesses ○ Partner Agencies ● Perform presentations on the work of the Foodbank, with reference to local and Trussell Trust priorities.
<p>Skills:</p> <ul style="list-style-type: none"> ● Excellent communication skills ● Enthusiasm and the ability to engage people
<p>Would Suit:</p> <ul style="list-style-type: none"> ● An outgoing and enthusiastic individual who enjoys reaching out to people of all ages.

Community Champion*

<p>Duties</p> <ul style="list-style-type: none"> ● Assist with one-off events, such as supermarket collections ● Arrange collections in your workplace, community group or school
<p>Skills</p> <ul style="list-style-type: none"> ● Enthusiasm ● Heart for the community
<p>Would Suit:</p> <ul style="list-style-type: none"> ● Enthusiastic person who enjoys helping their community

In some cases, this role does not require a volunteer application or a regular commitment. Please contact the Foodbank for more information.

What happens next?

Fill in the Application - once you've filled in the application and returned it to the email address supplied, we'll get the ball rolling. You will need to provide two references, so make sure you have permission from each before you apply, and make sure they know to expect an email or letter from the Foodbank. This will speed up the application process, and get you started quicker!

Invitation to Induction Training - once we have processed your application and have received your references back, we will get in touch to arrange an induction training session. The Induction Training takes about an hour. In the session, we'll cover:

- how the foodbank works
- what happens on a foodbank shift
- organisational structure (who's who!)
- health and safety
- confidentiality and data protection
- dealing with foodbank "guests"
- dealing with members of the public
- safeguarding

We'll also provide practical training on your specific role, and give you a chance to try it out for yourself with a colleague shadowing you.

Completion of Induction - once you have completed your Induction, we'll get you to fill in some paperwork. We'll also give you copies of our policies - these are important, as you'll need to ensure that you are working within the rules of the foodbank, Trussell Trust and legislation.

Do I need Training to Volunteer?

All our volunteers must complete an Induction Training Course before they can volunteer at the Foodbank, in any role.

Volunteers are required to attend mandatory training (and relevant refresher courses), depending on their specific role. This is to ensure that the Foodbank is a safe place to work, to be compliant with legislation, and for all our volunteers to have the skills, knowledge and confidence to do their role to the best of their ability. We ask that you try to make yourself available for mandatory and refresher training as much as you can.

All our volunteers have a training plan, which will be developed for your specific role. We'll let you know if there are any specific training requirements, and let you know when you're due for a refresher.

You can attend any of the training courses, even if it's not required for your role. We want all our volunteers to have the opportunity to improve their own skills and development.